

**POSITION DUTY STATEMENT**

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE Staff Services Manager I (Supervisory)	OFFICE/BRANCH/SECTION Human Resources/Organizational Management	
WORKING TITLE Branch Chief	POSITION NUMBER 702-008-4800-XXX	EFFECTIVE DATE December 1, 2015

As a valued member of the Caltrans team, you make it possible for the Department to provide a safe, sustainable, integrated, and efficient transportation system to enhance California's economy and livability. Caltrans is a performance-driven, transparent, and accountable organization that values its people, resources and partners, and meets new challenges through leadership, innovation and teamwork.

**GENERAL STATEMENT:**

Under the leadership of the Assistant Division Chief, the Staff Services Manager I (SSM I) serves as the Branch Chief, Organizational Management and ensures the development of a customer-service oriented workforce. The SSM I demonstrates a positive attitude and a commitment to provide quality service that is accurate, timely, and exceeds our customers' expectations. The SSM I is responsible for the leadership of staff engaged in position management.

**TYPICAL DUTIES:**

Percentage		Job Description
Essential (E)/Marginal (M) <sup>1</sup>		
50%	E	Manages and directs staff in the organizational (position) management process and PARF tracking to ensure necessary position transactions are processed timely and that requests to fill positions are quickly 'moved' through Division of Human Resources. Develops and implements staff development policies. Prepares probationary and other staff evaluations as necessary. Ensures that subordinate staff is committed to providing quality customer service at all times with the goal to thoroughly meet customers' needs.
30%	E	Supervises and oversees the development and formulation of written procedures and training materials on organizational management; implementation of new departmental and statewide requirements; and revises current personnel policies and procedures to meet the changing needs and directions of the Department and control agencies. The incumbent advises department Budget Managers and Program Resource Managers on laws, rules, policies and procedures that apply to Organizational Management. Partners with Staff Central and Transactions Services staff to ensure position and employee data is accurate.
15%	E	Researches and resolves the most complex and difficult organizational management issues. Maintains a working relationship with external control agencies including the State Personnel Board, State Controller's Office, Department of Personnel Administration and the Department of Finance. Prepares written responses to inquiries and represents the Department at meetings and conferences
5%	M	Serves as a project manager, when necessary.

<sup>1</sup>ESSENTIAL FUNCTIONS are the core duties of the position that cannot be reassigned.

MARGINAL FUNCTIONS are the minor tasks of the position that can be assigned to others.

**SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS**

This position directly supervises Associate Personnel Analysts, Staff Services Analysts, and Senior Personnel Specialists.

**KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS**

The incumbent is responsible for effectively planning, coordinating, and executing office policy and procedures as they relate to the Office of Transactions Services, Organizational Management Section. Poor judgment in monitoring, evaluating and reporting information could affect staff's ability to effectively provide quality personnel and payroll-related services to internal and external customers

The incumbent must be able to make independent decisions on a regular basis related to organizational management and the Schedule 8 process. Use of poor judgment could impact the department's positions and budget.

**ADA Notice**

For individuals with sensory disabilities, this document is available in alternate formats. For alternate format information, contact the Forms Management Unit at (916) 445-1233, TTY 711, or write to Records and Forms Management, 1120 N Street, MS-89, Sacramento, CA 95814.

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The incumbent is responsible for complying with the Information Practices Act (IPA) by protecting departmental employees' confidential information, including, but not limited to, social security numbers, medical or employment history, education, financial transactions, or similar information. Failure to protect departmental employee's confidential information may damage DHR's reputation as a confidential organization, may result in employee grievances or lawsuits, and, pursuant to California Civil Code section 1798.55, could result in disciplinary action, including termination of employment

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### RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Must be able to utilize the analytical process to resolve issues. Uses statistical tools and project management skills to implement process improvements within the Office. Develops new insights into situations and applies innovative solutions to make organizational improvements. Creates a work environment that encourages creative thinking and innovation. Creates and sustains an organizational culture that encourages others to provide the quality of service essential to high performance.

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### PUBLIC AND INTERNAL CONTACTS

Maintains a productive relationship with the Department's Budget Office, District Budget Managers, and Program Resource Managers. Maintains frequent contact with other State agency representatives in organizational management.

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### PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Employee may be required to sit for long periods of time using a keyboard and video display terminal. Employee must maintain cooperative working relationships with staff as well as other departmental employees, must respond appropriately to difficult situations, must recognize emotionally charged issues or problems, and must facilitate effective solutions. Employee must be able to work effectively with all levels of the department. Employee must value cultural diversity and other individual differences in the workforce. Employee must influence others toward a spirit of service and meaningful contributions to mission accomplished.

I have read, understand and can perform the duties listed above. If you believe you may require accommodation, please discuss this with the hiring supervisor.

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### WORK ENVIRONMENT

Employee will work in a climate-controlled office under artificial lighting.

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I have read, understand and can perform the duties listed above. (If you believe you may require reasonable accommodation, please discuss this with your hiring supervisor. If you are unsure whether you require reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Reasonable Accommodation Coordinator.)

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EMPLOYEE (Print)

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EMPLOYEE (Signature)

DATE

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I have discussed the duties with, and provided a copy of this duty statement to the employee named above.

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SUPERVISOR (Print)

SUPERVISOR (Signature)

DATE